

What is claimed is:

1. A client machine, which is connected to a server machine providing information by a communication line and displays an answer screen according to the question of a user,

5 the client machine comprising:

a primary answer section which receives a user operation, finds an answer according to the user operation inside the client machine and indicates the answer;

10 a client information accumulation section which accumulates client information indicating the user operation and/or a history of a primary answer screen display according to the user operation received by said primary answer section;

15 a secondary answer request section, which transmits the client information accumulated in said client information accumulation section to said server machine and requests the sever machine the answer to the question of the user; and

20 a secondary answer section, which obtains the answer transmitted from the server machine according to the request for the answer to said server machine by said secondary answer request section and displays the secondary answer screen indicating the answer.

25 2. The client machine according to claim 1, comprising a communication start instruction section to start a communication with said server machine, wherein said secondary answer request section transmits said client information to said server machine according to the operation of said communication start instruction section.

3. The client machine according to claim 2, wherein said primary answer section displays said communication start instruction section inside the primary answer screen indicating at least the final answer, which can answer to the question of this time of the user in the primary answer section.

4. The client machine according to claim 1, wherein the client information accumulated in said client information accumulation section is transmitted to a window which receives the question of the user by a communication line.

5. The client machine according to claim 4, wherein said client information is transmitted to the window by e-mail.

6. The client machine according to claim 4, wherein said client machine receives the question from the user regarding a trouble occurred on the client machine and displays an answer screen indicating the answer aiming at the solution of the trouble.

7. The client machine according to claim 1, wherein said secondary answer section displays a mailing instruction section to activate an e-mail software inside the secondary answer screen, comprising:

the e-mail link section which activates the e-mail software according to the operation of the mailing instruction section by the user on the secondary answer screen including said mailing instruction section displayed by said secondary answer section and delivers a mail address of the window on the e-mail which receives the question of the user to the e-mail software.

8. The client machine according to claim 7, wherein said mailing instruction section is displayed inside the secondary answer screen indicating at least the final answer, which can answer to the question of this time of the user in said server machine.

9. The client machine according to claim 7, wherein said client information accumulation section accumulates the user operation and/or the history of the secondary answer screen display according to the user operation as the client information, wherein said e-mail link section delivers said mail address to said e-mail software and, further, delivers the client information accumulated by said client information accumulation section.

10. The client machine according to claim 7, wherein said client machine receives the question from the user regarding the trouble occurred on the client machine and displays the answer screen indicating the answer aiming at the solution of the trouble.

11. A server machine, which is connected by a communication line to a client machine which receives the feeding of information, and which transmits an answer to the question from a user of the client machine to the client machine,

wherein said client machine receives the user operation, finds the answer according to the user operation inside the client machine and displays the primary answer screen

indicating the answer and, at the same, accumulates client information indicating the user operation and/or the history of the primary answer screen display according to the user operation and transmits the client information to this server machine so as to request the answer to the question of the user,

the server machine comprising:

a client information receiving section which receives the transmitted client information;

an answer specifying section to specify the answer to the question of the user of said client machine based on the client information received from said client information receiving section; and

an answer transmitting section which transmits the answer specified by said answer specifying section to said client machine.

12. A client program storage medium which stores a client program, which is executed inside a computer connected to a server machine which feeds information by a communication line so as to allow the computer to operate as a client machine to display an answer screen according to the question of an user, comprising:

a primary answer section which receives the user operation, finds the answer according to the user operation inside the computer and displays an primary answer screen indicating the answer;

a client information accumulation section which accumulates client information indicating the user operation

and/or a history of the primary answer screen display according to the user operation received by the primary answer section;

a secondary answer request section which transmits the client information accumulated in said client information accumulation section and requests the server machine the answer to the question of the user; and

a secondary answer section which obtains the answer transmitted from the server machine according to the request of the answer to said server machine by said secondary answer request section and displays the secondary answer screen indicating the answer.

13. The client program storage medium according to claim 12, wherein said secondary answer request section transmits said client information to said server machine according to the operation of the communication start instruction section to start the communication with said server machine.

14. The client program storage medium according to claim 13, wherein said primary answer section displays said communication start instruction section inside the primary answer screen indicating at least the final answer, which can answer to the question of this time of the user in the primary answer section.

15. The client program storage medium according to claim 12, wherein said client program transmits the client information accumulated in said client information accumulation section to the window which receives the question of the user by the communication line.

16. The client program storage medium according to claim 15, wherein said client program transmits said client information to the window by the e-mail.

17. The client program storage medium according to claim 15, wherein said client program receives the question of the user regarding the trouble occurred on said client machine and displays the answer screen indicating the answer aiming at the solution of the trouble.

18. The client program storage medium according to claim 12, wherein said secondary answer section displays a mailing instruction section to activate the e-mail software inside the secondary answer screen,

wherein said client program further activates the e-mail software according to the operation of the mailing instruction section by the user on the secondary answer screen including said mailing instruction section displayed by said secondary answer section and allows the e-mail software to operate as the client machine comprising the e-mail link section which delivers the mail address of the window receiving the question of the user on the e-mail to the e-mail software.

19. The client program storage medium according to claim 18, wherein said mailing instruction section is displayed inside the secondary answer screen indicating at least the final answer, which can answer to the question of this time of the user in said server machine.

20. The client program storage medium according to claim 18, wherein said client information accumulation section

accumulates the user operation and/or the history of the secondary answer screen display according the user operation,

wherein said e-mail link section delivers said mail address to said e-mail software and, further, delivers the client information accumulated in said client information accumulation section.

21. The client program storage medium according to claim 12, wherein said client program receives the question from the user regarding the trouble occurred on said computer and displays the answer screen indicating the answer aiming at the solution of the trouble.

22. A server program storage medium storing a server program, which is executed inside a computer connected to a client machine receiving the feeding of information by a communication line so as to allow the computer to operate as a server machine to transmit the answer to the question from the user of the client machine to the client machine,

wherein said client machine receives the user operation, finds the answer according to the user operation inside the client machine and displays the primary answer screen indicating the answer and, at the same time, accumulates the client information indicating the user operation and/or the history of the primary answer screen display according to the user operation and transmits the client information to this server machine so as to request the answer to the question of the user,

wherein the computer is allowed to operate as the server

machine comprising:

a client information receiving section which receives the transmitted client information;

an answer specifying section which specifies the answer
5 to the question of the user of said client machine based on the client information received by said client information receiving section; and

an answer transmitting section which transmits the answer specified by said answer specifying section to said
10 client machine.

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